AMENDMENT NO. 1 TO SOLICITATION

TO: ALL VENDORS

FROM: Charles Johnson, Procurement Manager

SUBJECT: SOLICITATION NUMBER: USC-FPB-2998-CJ

DESCRIPTION: ServiceNow Professional Services

DATE: July 13, 2016

This Amendment No. 1 modifies the Best Value Bid only in the manner and to the extent as stated herein.

Vendor questions and answers.
Modified / Revised Section VIII. Bidding Schedule / Price-Business Proposal of the solicitation.

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT NO. 1 IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

_____   _____
 Authorized Signature   Name of Offeror

_____
 Date

THE FOLLOWING QUESTIONS WEE RECEIVED FROM VENDOR A:

Technical Questions:
Strategy

QUESTION 1.: Is there a roadmap in place that outlines the direction and goals of the ServiceNow implementation?

ANSWER: A general roadmap with goals. We are looking for advice as to best practices in implementation direction.

QUESTION 2.: Is there any governance developed around the implementation of ITSM and ServiceNow

ANSWER: Some governance is in place but one of the objectives of this effort to further define governance structure.

QUESTION 3.: Are process owners and managers established?

ANSWER: General ITIL Foundations training has been offered throughout the organization but process owners have not been formally established. Service Owners have been identified and training is in process.

QUESTION 4.: What is the current maturity level of the processes / ServiceNow modules that have been implemented?

ANSWER: Incident is mature (5 years), Service Catalog is moderately mature, Demand is moderately customized and newly implemented; Problem, CMDB and Knowledge have been deployed but are not being effectively used.

QUESTION 5.: Has any work previously been done to evaluate the organization and the effectiveness of previously implemented SN modules

ANSWER: Yes, Fall 2014.

QUESTION 6.: Has the previous implementation of ServiceNow met UTS technical and usage expectations?

ANSWER: Not completely; Incident functions well but is need of some improvement; other deployed modules are not fulfilling expectations of leadership.

Technical

QUESTION 1.: Which ServiceNow Modules are currently licensed and in production?

ANSWER: Incident Management, Request Management, Demand Management, Service Catalog are in production and being utilized; Problem Management, Project Portfolio, Knowledge Management and CMDB are in production but not fully deployed.

QUESTION 2.: Do the modules that have been implemented have supporting documentation for processes?

ANSWER: Some processes are documented.

QUESTION 3.: How many process users (fulfillers) are currently operating in production?

ANSWER: 240.

QUESTION 4.: What is the current version in production?

ANSWER: Just upgraded to Helsinki.

QUESTION 5.: How much customization to ServiceNow has been done to achieve the current state?

ANSWER: Moderate but we desire to use the system out of box as much as possible.

QUESTION 6.: What integrations with non-ServiceNow software are currently being utilized in production?

ANSWER: Bomgar; Student Technology Center in-house ticketing system; User provisioning.

QUESTION 7.: What modules are to be added to production under this effort?

ANSWER: The goal is to integrate ITSM, SLDC, PPM and some API integrations effectively. Which modules to be added depends on business needs.

QUESTION 8.: Is there a governance process in place for ServiceNow change control?

ANSWER: Yes but outside of the tool currently.

Contracts Question:

QUESTION 1.: Is it UofSC's intention to use the same company to perform the process architecture / design work for the implementation of those processes within ServiceNow?

ANSWER: Yes.

QUESTION 2.: How many companies will be awarded the right to work on this effort?

ANSWER: The University will make award to all responsive and responsible offerors for services bid on. However, with a fixed price bid solicitation, there is no pre-defined quantity of offerors that will be awarded contracts for services bid on.   During the evaluation period, Offerors' responses to the fixed price bid solicitation will be reviewed to determine if they are responsive and responsible.

QUESTION 3.:   Are electronic signatures acceptable on the original and copy versions?

ANSWER: Original signatures are required on the original version of the offeror's bid. While it is preferred that original signatures be present on the copy version of the offeror's bid, electronic signatures are acceptable on the copy version of the offeror's bid.

QUESTION 4.: Page 1 of the RFP clearly states 'Fixed Price Bid', yet the Bidding Table / Cost Proposal asks for an hourly rate. Can you clarify your intent on this subject?

ANSWER: Page 1 of the solicitation states that this is a Fixed Price Bid solicitation; not an RFP (Request for Proposals).

The following information taken from Section 11-35-1525 of the South Carolina Procurement Code will give you a better understanding of the Fixed Price Bid process:

(2) Fixed Price Bidding. The purpose of fixed price bidding is to provide multiple sources of supply for specific services, supplies, or information technology based on a preset maximum price which the State will pay for such services, supplies, or information technology.

(4) Pricing. The State shall establish, before issuance of the fixed price bid, a maximum amount the State will pay for the services, supplies, or information technology desired.

(5) Evaluation. Vendors' responses to the fixed price bid will be reviewed to determine if they are responsive and responsible.

(7) Award. Award must be made to all responsive and responsible bidders to the state's request for competitive fixed price bidding.

(8) Bids Received After Award. Bidders not responding to the initial fixed price bid may be added to the awarded vendors' list provided the bidder furnishes evidence of responsibility and responsiveness to the state's original fixed price bid as authorized by the solicitation.

(9) Remedies. The failure of a specific Offeror to receive business, once it has been added to the awarded vendors' list, shall not be grounds for a contract controversy under Section 11-35-4230.

In Section VIII. Bidding Schedule / Price-Business Proposal of the solicitation, each item description includes the maximum hourly rate that the University will pay for the specific ServiceNow professional service.

THE FOLLOWING QUESTIONS WERE RECEIVED FROM VENDOR B:

QUESTION 1.:   The RFP suggests that UTS is seeking to make a determination solely based on hourly rates for each role of a prospective project team. Is it reasonable to assume that UTS will be issuing future requests for responses to SOW-driven projects to the vendor pool selected pursuant to this request?

ANSWER: Yes. Qualified vendors will be vetted through an interview process to determine best fit in assisting UTS in this effort. It is the goal of UTS to engage one vendor for the entire process if possible.

QUESTION 2.: What build of ServiceNow are you currently running?

ANSWER: Helsinki

QUESTION 3.: What is the upgrade roadmap? If not developed, is this something you will be looking for?

ANSWER: It is partially developed but we are seeking guidance and direction in finalizing the roadmap.

QUESTION 4.: What in-use applications within ServiceNow need immediate improvement?

ANSWER: Demand, Problem, Knowledge, CMDB

QUESTION 5.: What unused applications are of interest?

ANSWER: Change, Release, Project Portfolio, Resource Management

QUESTION 6.: Describe the current in-house ServiceNow admins.

ANSWER: We have two admins one of whom has consider experience in customizing the ServiceNow code over the last five years. He has a good grasp of the table/module relationships. The second admin is relatively new to the organization but is a quick learner and is gaining insight into the product and processes.

QUESTION 7.: What areas do you need knowledge/improvement immediately?

ANSWER: Understanding how to best integrate ITSM, PPM and SDLC to more effectively monitor and deliver our IT services and products. This understanding will guide our ability to build out our roadmap.

QUESTION 8.: How many users?

ANSWER: 100,000+ provisioned

QUESTION 9.: How many fulfillers?

ANSWER: 240

QUESTION 10.:   What is the approximate overall task volume per month?

ANSWER: Currently tasks are only assigned with Incident and Service Catalog requests. We averaged 3575 tasks per month for incident and 792 tasks per month for requests over the last six months.

QUESTION 11.: On Page 21, in Section IV. Information for Offerors to Sumbit, under the heading, "BID CONTENTS", item A-2 states, inter alia, that the Bidder's firm must have 5 years of experience supporting ServiceNow platform. While our firm is just over 3 years old, we have more than 200 customers and were the number one rated ServiceNow partner in the Ecosystem in 2015. As the language indicates this is a "must have", does this 5-year minimum requirement preclude us from responding?

ANSWER: Yes. The requirement is 5 years minimum experience.

SECTION VIII. BIDDING SCHEDULE / PRICE-BUSINESS PROPOSAL OF THE SOLICITATION HAS BEEN REVISED / MODIFIED TO INCLUDE THE RESIDENT CONTRACTOR AND RESIDENT SUBCONTRACTOR PREFERENCES AND NOW READS AS FOLLOWS:

VIII. BIDDING SCHEDULE / PRICE-BUSINESS PROPOSAL

BIDDING SCHEDULE (July 2016)

By responding to this solicitation all bidders agree not to charge a higher hourly rate than identified on each item found on the bidding schedule below.   Also bidders are encouraged

to provide the State the most competitive hourly rate for the services identified herein

Bidder is to provide the hourly rate(s) to be charged to the University for performing the services described in Section III – Scope of Work / Specifications of the solicitation. Note that hourly rates should be provided for each position, as appropriate. Hourly Labor & Travel Rate represents an all-inclusive hourly rate for labor and travel and related expenses. This represents the maximum rate that would be billed for performance of services. Bidder is to complete and return the following cost schedule with its bid. Bidder is not required to provide a rate for every position; however, you will only have potential for award of those positions for which you have provided a rate:

Item No.	Item Description	Quantity	Unit of Measure	Unit Price	Extended Price
1	**Item Description:** Program Manager **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Program Manager on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc…) to perform work pursuant to this contract. **Please enter an hourly rate of $275 or less. Bids over $275 will be rejected.**	1.000	Hours		
2	**Item Description:** Remote Program Manager **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Remote Program Manager Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. **Please enter an hourly rate of $245 or less. Bids over $245 will be rejected.**	1.000	Hours		
3	**Item Description:** Project Manager **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Project Manager on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc…) to perform work pursuant to this contract. **Please enter an hourly rate of $190 or less. Bids over $190 will be rejected.**	1.000	Hours		
4	**Item Description:** Remote Project Manager **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Remote Project Manager Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. **Please enter an hourly rate of $170 or less. Bids over $170 will be rejected.**	1.000	Hours		

5	**Item Description:** Technical Business Analyst **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Technical Business Analyst on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc…) to perform work pursuant to this contract. **Please enter an hourly rate of $165 or less. Bids over $165 will be rejected.**	1.000	Hours		
6	**Item Description:** Remote Technical Business Analyst **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Remote Technical Business Analyst Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. **Please enter an hourly rate of $150 or less. Bids over $150 will be rejected.**	1.000	Hours		
7	**Item Description:** ServiceNow Platform Architect **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** ServiceNow Platform Architect on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc…) to perform work pursuant to this contract. **Please enter an hourly rate of $345 or less. Bids over $345 will be rejected.**	1.000	Hours		
8	**Item Description:** Remote ServiceNow Platform Architect **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Remote ServiceNow Platform Architect Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. **Please enter an hourly rate of $305 or less. Bids over $305 will be rejected.**	1.000	Hours		
9	**Item Description:** ServiceNow Administrator **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** ServiceNow Administrator on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc…) to perform work pursuant to this contract. **Please enter an hourly rate of $280 or less. Bids over $280 will be rejected.**	1.000	Hours		
10	**Item Description:** Remote ServiceNow Administrator **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Remote ServiceNow Administrator Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. **Please enter an hourly rate of $250 or less. Bids over $250 will be rejected.**	1.000	Hours		

11	**Item Description:** Senior Technical Consultant **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Senior Technical Consultant on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc…) to perform work pursuant to this contract. **Please enter an hourly rate of $260 or less. Bids over $260 will be rejected.**	1.000	Hours		
12	**Item Description:** Remote Senior Technical Consultant **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Remote Senior Technical Consultant Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. **Please enter an hourly rate of $230 or less. Bids over $230 will be rejected.**	1.000	Hours		
13	**Item Description:** Technical Consultant **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Technical Consultant on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc…) to perform work pursuant to this contract. **Please enter an hourly rate of $210 or less. Bids over $210 will be rejected.**	1.000	Hours		
14	**Item Description:** Remote Technical Consultant **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Remote Technical Consultant Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. **Please enter an hourly rate of $185 or less. Bids over $185 will be rejected.**	1.000	Hours		
15	**Item Description:** Quality Assurance Engineer **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Quality Assurance Engineer on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc…) to perform work pursuant to this contract. **Please enter an hourly rate of $180 or less. Bids over $180 will be rejected.**	1.000	Hours		
16	**Item Description:** Remote Quality Assurance Engineer **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Remote Quality Assurance Engineer Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. **Please enter an hourly rate of $160 or less. Bids over $160 will be rejected.**	1.000	Hours		

17	**Item Description:** Training Consultant **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Training Consultant on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc…) to perform work pursuant to this contract. **Please enter an hourly rate of $240 or less. Bids over $240 will be rejected.**	1.000	Hours		
18	**Item Description:** Remote Training Consultant **Product Catg.:** 91830 - Computer Network Consulting **Tendering Text:** Remote Training Consultant Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. **Please enter an hourly rate of $200 or less. Bids over $200 will be rejected.**	1.000	Hours		

ITEM NUMBERS FOR THE FOLLOWING PREFERENCES REQUESTED: _____

    Resident Contractor Preference _____
    Resident Sub-Contractor Preference (2%) _____   **Number of Sub-Contractors** _____
    Resident Sub-Contractor Preference (4%) _____   **Number of Sub-Contractors** _____

Note: The service preferences do not apply to a bid for an item of work by the bidder if the annual price of the bidder's work exceeds $50,000 or the total potential price of the bidder's work exceeds $500,000. [11-35-1524(E)(3)]
Please refer to the preference clauses listed in the additional conditions of this solicitation to ensure that you qualify to select the above preferences.
Bidder is to submit the following for preferences requested above:
1) Identify the subcontractor to perform the work:
2) Identify the work the subcontractor is to perform:
3) Bidder's factual basis for concluding that the subcontractor's work constitutes the required percentage of the work to be performed in the procurement.